

FINAL VERSION: Thursday, June 17, 2004

BREAKOUT SESSION TITLES , PRESENTERS, AND SESSION DESCRIPTIONS

A –The FAIR Act and A-76: What’s working and what’s not? (Howard Borgstrom, ME veteran of FAIR Act coding; Laurie Morman, Administrative Services’ MEO leader & competitive sourcing manager)

Implementation of the FAIR Act is the first step in the President’s Management Agenda initiative “Competitive Sourcing.” Under the FAIR Act, which has been in effect for over 50 years, Federal jobs are coded according to their potential for competitive sourcing. But THEN what happens? A cloud of events COULD happen—and A-76 study is just one. Attend this session and find out about the various alternatives and why the FAIR Act must be taken seriously.

B – Update on legislative proposals and HR reform: How can agencies prepare? (Harry Wolf, OPM; and John Palguta, Partnership for Public Service)

One of our favorites, Harry Wolf, from OPM, will be telling us once again about what might be on the legislative horizon. Harry is always witty and wise and gives an amazingly frank and fair assessment of the human resources climate on the Hill and in the Executive Branch. John Palguta will tell us about the latest HR reform efforts throughout the Federal Government.

C -Transforming the IRS – A Case Study in Strategic Leadership Development

Sorry, this session has been cancelled.

D – The Human Resource Crisis in the Public Sector (confirmed: Dr. Larry Lane, Virginia Tech University)

The State of the Art of Public Sector HR: Assumptions, Initiatives, and Prospects. The workshop will provide an interactive survey of the recent history of the discipline, its current state, and prospects for the future. Particular attention will focus on the impact of the President's Management Agenda and the Human Capital Management initiative as developed by the General Accounting Office.

E – OneScience and the Department of Homeland Security: A Study in Contrasts (Ed Cumesty from DOE’s Office of Science; and Steve Cohen, Office of Personnel Management)

A number of our DOE organizations have undertaken the process of implementing massive “restructuring” of their organizations in order to align those organizations with their missions. In this session, we plan to have a

manager of the Office of Science dialogue with a manager of the Office of Personnel Management who was instrumental in leading the efforts to develop and implement key human capital management (HCM) systems for the Department of Homeland Security.

F - Performance Management Framework (PMF) and Its Relationship to Human Resources Management. (Jim Powers, Office of Program Analysis and Evaluation, DOE; Walter Howes, Office of Engineering and Construction Management)

Another of the President's Management Agenda initiatives is "budget and performance integration." This might seem like a no-brainer. It's not. This session explores the new framework needed to establish and track the relationship between an organization's resources and the deliverables it's committed to provide.

G - Certification Programs – Are they effective? (Cynthia Yee, Management Services Division; Walter Howes, Office of Engineering and Construction Management; Roderick Witschey, Planning Division; Dr. Bryan Reece, Cerritos College)

Two of our Human Capital Management factors are "talent" and "workforce planning and deployment." Certification programs address both of these factors—they address the attraction, the development—both academic and experiential—and the work assignments of employees in highly technical or shortage positions. It's one of the steps that DOE is taking to ensure that we will have a ready supply of highly competent employees in vital positions.

H - What Motivates: Do new pay systems or awards? (Kimberly Matthews, Office of HR Policy; Aleshia Duncan, Office of HQ and HR Executive Resources; Godfrey Beckett, BPA; Wayne Davison, WAPA; Donna Tamilia, NETL; Richard Killmeyer, NETL)

What makes employees WANT to deliver, to strive, to be creative? For that matter, what makes employees stay where they are? Attend this session to hear about the latest academic research in changes in values and their impact on the evolution of motivational tools. Engage in discussion with three awards program managers about applying diverse perspectives to motivational tools to the workplace.

I - Providing Service in Time of Declining Resources: Are service centers the answer? (Rita Franklin, Office of Human Resources Management; Mike Kane, NNSA)

In these days of budget constraints, doing "more with less" is crucial; fortunately, technology and standardized practices make this challenge more manageable. But how can we apply these innovations and maintain customer service? One-stop "service centers" is one answer. We'll explore, the theory, the practice and the "reality" of the change that service cultures represent.

J – Employee Testing: From drugs to Genetics and Everything in Between (Beau Newman, Office of HR Policy; Dr. William Murry and Paul Klein, Duquesne University)

How much do we really need to know about our employees? How does testing employees contribute to organizational mission or to safety and health? Can testing create misperceptions about our employees? What's too much information? Hear from DOE's alcohol/drug testing manager and faculty from Duquesne about the latest in employee testing.

K – Focus on Technology: New Directions in Technology (Enid Levine, Corporate Human Resources Information System (CHRIS); Tanya Luckett, Career Development office; Terri Heinicki, HQ HR Operations Division; and Dr. Gary W. Florkowski, University of Pittsburgh Katz Graduate School of Business Administration)

Every year the frontiers of technology expand...this year is no exception. We're now researching on the internet instead of the library; we're now learning at our own desks instead of in classrooms. What's next? Attend this session and learn about new ways of managing our ever-expanding knowledge base and using our new-found knowledge in the accomplishment of our missions.

L. - Corporate Recruitment Mini-Summit (Donna Friend, Corporate Human Resources Initiatives Staff)

This "summit" is a working session of the Corporate Recruitment Council. Note that participants in this session should sign up for both "L" sessions.

M – Dealing with Post-9/11 Employee Anxiety. (Bob Walsh, Headquarters Security Operations; Dr. Rex Gatto, Psychologist and Dr. Emily Stevick, Clinical Psychotherapist)

The events of September 9 have had profound effects. Our external environments have obviously changed. What about our internal environments—in our heads? Attend this session to learn what our security experts are planning to make us more safe and what can be done to address stress and related conditions associated with being in a workplace setting in today's uncertain times.

N – Internet Strategies for Government Decision-Makers - (Dr. Bryan Reece, Cerritos College)

This session is designed for government professionals interested in how the internet can best be utilized to deliver services, manage information, enhance operations and productivity, and engage stakeholders. Discussion will focus on how to integrate online and offline processes; assess what internal and external stakeholders REALLY want from e-Government; learn what other government agencies are doing successfully or not so successfully, and develop a strategic framework to guide internet initiatives.

O - Focus on the Employee: Do Family Friendly Programs Work? (Dr. Alicia Grandey, Pennsylvania State University)

Oh, yes, the employee. We tend to forget that the loyal employee is the “human” ingredient of the Human Capital Management recipe. What’s been happening lately in efforts to retain our employees—to provide safe, attractive work space and to encourage stable, productive private lives? Hear examples and research from the academic sector—get some ideas to take back.

P – Emotional Intelligence and Leadership Development (Shelley Price & Jeff Armbruster)

The objective of this workshop is to explore components of emotional intelligence and show how effective leadership in personal, team and organizational settings serve as the foundation upon which effective management practices are built. A broad range of issues related to personal and interpersonal leadership will be discussed, particularly as they relate to team and organizational leadership and performance. Our approach focuses on both the intellectual and emotional aspects of personal leadership and relationships because these are the basic building blocks for team and organizational leadership. Effective management practices, particularly at the executive level, must be built on such a foundation. Agreement between and among team members as well as mutual accountability are critical for success.

Q– Workshop for Senior Executive Service Candidate Development Program (SESCDP) (Claudia Cross, DOE Human Capital Management Officer)

This session is limited to accepted candidates in the SESCO.

R – Change Management: First, Break all the Rules (Marcus Buckingham)

Leading organizations through change is one of the most difficult tasks that a leader faces because to do so effectively requires that we use our total intelligence. Pure intellect will not work, nor will pure emotions. Using the work of Kotter (*Leading Change*) and Buckingham and Coffman (*First Break All the Rules*), we will explore opportunities to minimize the pain that accompanies most significant organizational change by showing the value in connecting with the people of the organization intellectually and emotionally, often doing so through what may seem to many as counterintuitive.

S – Sexual Harassment Law, Policy & Accountability (Paula Nabrit)

In June 1998, the U.S. Supreme Court issued two landmark decisions clarifying the definition of sexual harassment. The rulings met much public controversy, and effectively repositioned sexual harassment as a dominant workplace issue, not

an office sidebar. How do these rulings impact the workplace? What is the law? What is the organization's policy on sexual harassment? Who is responsible for setting the behavior example? How am I personally accountable? This training is designed to answer these questions and more.

T – Office of Federal Contract Compliance Programs Update (Heather Swanson)

Federal Laws ban discrimination and require Federal contractors and subcontractors to take affirmative action to ensure equal employment opportunity, without regard to race, color, religion, sex, national origin, disability, or status as a Vietnam era or special disabled veteran. The Department of Labor's Office of Federal Contract Compliance Programs enforces these laws. OFCCP's jurisdiction covers approximately 26 million persons, or nearly 22% of the total civilian workforce. Through this workshop, OFCCP personnel will provide valuable information on the latest developments and recent initiatives of OFCCP

U – Keeping Current with Disability Law & Reasonable Accommodations (Jeffrey Goodfriend)

This seminar provides an overview and understanding of the complex area of disability law, with an emphasis on reasonable accommodation. It includes practical suggestions for effectively addressing disability issues for individuals – federal employees and contractors. Participants will receive an up-to-date course manual (about 70 pages) that serves as an outstanding reference document. Jeffrey Goodfriend is a nationally-recognized expert in EEO and diversity, and an outstanding presenter. His previous presentations for DOE have proven to be among our most popular.

V – What Every Supervisor/Manager Should Know About EEO: Part 1 (Jeffrey Goodfriend)

NOTE: PARTICIPANTS WHO REGISTER FOR THIS WORKSHOP SHOULD ALSO REGISTER FOR PART 2 (SESSION W), IN THE FOLLOWING TIME SLOT. An explanation of the latest developments in EEO and related laws, and their impact on managers, both federal and contractor, with a focus on DOE. Session includes Q&A, to address any EEO issues raised by the participants.

Areas of emphasis will include:

- How to Prevent and Effectively Respond to EEO Complaints;
- The Manager's Role in EEO Counseling;
- Dispute Resolution and Settlement;
- Whistle Blower Protection; and
- Effective Participation in EEO Investigations and Hearings.

Participants will receive a detailed course manual (approximately 70 pages), tailored specifically for DOE. The manual serves as an outstanding reference document. Jeffrey Goodfriend is a nationally-recognized expert in EEO and diversity, and an outstanding presenter. His previous presentations for DOE have proven to be among our most popular.

W – What Every Supervisor/Manager Should Know About EEO: Part 2 (Jeffrey Goodfriend)

NOTE: OPEN ONLY TO PARTICIPANTS WHO REGISTERED FOR PART 1 (SESSION V), IN THE PREVIOUS TIME SLOT. See Session V for course description.

X – Shedding Light on Disputes: Basics of the No FEAR Act (Teresa Garcia)

On October 1, 2003, the new Notification and Federal Employee Anti-Discrimination and Retaliation Act (No FEAR) became effective. It seeks to make Federal agencies more accountable for discrimination, by shining a light on the EEO process. Under the Act, agencies are now required to:

- ◆ Post EEO case processing statistics on their web home pages;
- ◆ Pay for discrimination out of their own accounts, rather than out of the general fund; and
- ◆ Provide employee training on EEO and whistleblower rights.

This workshop will provide a basic understanding of the Act, its requirements, and its benefits. If you work in any aspect of human resources, EEO, or diversity, chances are the Act impacts your job.

Y – EEOC Management Directive 715: The Commission Speaks (Doug Gallegos, EEOC)

New Equal Employment Opportunity Commission Management Directive-715, which replaces existing Management Directives-712, 713 and 714, requires agencies to take appropriate steps to ensure that all Federal employees and applicants for employment enjoy equality of opportunity in the federal workplace regardless of their race, gender, ethnic or religious affiliation, or disability. It sets forth the standards by which the Commission will review Federal agency Title VII and Rehabilitation Act programs, including the essential elements of model agency equal employment opportunity programs, periodic agency self-assessments, and the identification and removal of barriers to free and open workplace competition. The training will include operational instructions for implementing the policies set forth in the proposed directive.

Z – Examining Race Relations in the Workplace (Diane Herman Chavis, J.D.)

Race relations play an integral role in today's workplace. Understanding the dynamics of race relations leads to better communication, greater trust, and enhanced productivity. This workshop will help you achieve that goal. The workshop objectives include:

- Developing a framework and common language for genuine dialogue about racism and race relations; and
- Exploring racial identity as it relates to privilege or lack thereof.

AA – Embracing Workforce Differences (Paula Nabrit)

This seminar provides a starting point for ensuring a common base of knowledge throughout an organization concerning EEO, Affirmative Action/Affirmative Employment, and Diversity, and examines the impact of workplace differences on these topics. Through lecture, open dialogue and small group exercises, participants will explore the definitions (legal and practical) of terms like “diversity”, “affirmative action”, “racism”, “cultural competence”, “political correctness”, “discrimination”, “quotas”, and “goals”, and will develop thoughtful responses to commonly raised questions about EEO, Affirmative Action/Affirmative Employment, and Diversity.

BB – Can E-Mail Get you In Trouble? (Jim Hunt, The Write Idea)

E-Mail is a powerful communication tool. When used thoughtfully, respectfully, and appropriately, its ability to enhance communication is unparalleled. But when misused, it can lead to major problems, including potential EEO issues. This workshop will teach you to how to:

- ◆ Understand the power – constructive and destructive – of e-mail;
- ◆ Decide when e-mail is an appropriate communication choice, and when it is not; and
- ◆ Recognize and match the writing styles of various e-mail correspondents, to avoid potential misunderstanding and conflict.

Participants will leave the session ready to take a critical, but constructive look at their own use of this powerful electronic medium.

CC – The Winning Organization: Effective Leaders & “Go To” Employees Jorge Farias, Novations/JHoward & Associates)

To gain or maintain a competitive advantage, 21st century organizations must be unabashedly results-oriented. Results occur when employees are highly motivated, engaged and productive. Highly effective (“Go To”) employees are often found in environments where management practices encourage and advance

the development of everyone on the team. Effective or debilitating environments are built upon beliefs and assessments about the capabilities of others. It is not unusual for these assessments to be made hastily and more often still, inaccurately. This workshop will explore two belief systems, how we adhere to them, their impact on productivity, and ultimately, their effect on an organization's success. The workshop will focus on the vital role leaders and managers play in "increasing the yield." We can all learn to create environments abounding with "Go To" employees. This workshop will show you how.

DD – Global Savvy: Communicating Across Cultures (Rhonda Coast)

In the 21st century, globalization is bringing people together from around the world, creating a global economy and work environment. But communicating across cultures can be a real challenge, especially when interacting with someone who speaks English as a second language. This informative, interactive session provides practical tips for communicating more effectively with people from different cultural backgrounds. Topics to be addressed will include:

- A brief comparison of communication & thinking processes in the U.S. and various world regions.
- Basic cultural differences in nonverbal communication; and
- Guidelines for Communication Across Language Barriers.

EE – Avenues for Addressing Complaints: EEOC/MSPB/OSC (Doug Gallegos, Sara Reardon, and Patrick Boulay)

Employees with a complaint are faced with a variety of choices for addressing their issue. But which is the most appropriate? The Equal Employment Opportunity Commission? The Merit Systems Protection Board? The Office of Special Counsel? How do you counsel a complainant? Which option would you recommend? The choice can be confusing, even to EEO professionals. Now, find out the answers, as experts from EEOC, MSPB, and OSC discuss each agency's jurisdiction, and the pros and cons of each potential avenue of redress. Finally, you'll understand!

FF – Winning Strategies: The EEO/Diversity Best Practices Awards Panel (EEO/Diversity award winners)

Winning organizations of the EEO/Diversity Best Practices Awards will host a panel discussion describing their successes, and telling how to easily adapt their winning ideas to the workplace. Come spread the success!

GG – The Alternative Dispute Resolution Solution (Phyllis Hanfling)

Conflict is a normal part of daily life. But when it happens in the workplace, it can be stressful, painful, difficult, and counterproductive. How do you resolve

complaints quickly, and to the satisfaction of both parties? Alternative Dispute Resolution (ADR) may be your greatest ally in achieving this goal. It's a fast, effective, inexpensive, and low-stress alternative to standard complaint processes. This session will answer basic questions about ADR: What is it? What are the most effective forms of ADR? How do the parties get to the table? Who should participate? How to get an agreement? What then? Taught by Phyllis Hanfling, Director of the DOE Office of Dispute Resolution, this session is sure to help you in resolving disputes more quickly and amicably, both at work, and in your personal life.

HH – Getting Others to Work WITH You, Not AGAINST You: Part 1 (Phyllis Hanfling)

NOTE: PARTICIPANTS WHO REGISTER FOR THIS WORKSHOP SHOULD ALSO REGISTER FOR PART 2 (SESSION II), IN THE FOLLOWING TIME SLOT. Frustrated by the difficulty of dealing with workplace issues? Find it easier to manage projects than people? Invest 2 ½ hours of your time to learn 4 specific steps that will make you more effective in handling conflict and communicating with your colleagues and subordinates. The approach is simple to learn, easy to use and proven to be effective. This fast-paced course will demonstrate the technique, and give you ample opportunity to practice your new skills. Guaranteed to yield immediate results! Taught by Phyllis Hanfling, Director, DOE Office of Dispute Resolution, and Michael West of the Department of Education's Informal Dispute Resolution Program. Both are experienced trainers who understand problems facing Federal supervisors, and who promise to make this relevant, enjoyable and useful.

II – Getting Others to Work WITH You, Not AGAINST You: Part 2 (Phyllis Hanfling)

NOTE: OPEN ONLY TO PARTICIPANTS WHO REGISTERED FOR PART 1 (SESSION HH), IN THE PREVIOUS TIME SLOT. See Session HH for course description)

JJ - Focus on Training: Mentoring and Coaching (Jeff Armbruster and Shelley Price)

Explore methods of defining the similarities and differences between mentoring and coaching. Identify strategies for mentoring and coaching effectively. Become acquainted with activities that will support each role and improve relationships.

KK - Focus on Training: Developing Consulting Skills (Jeff Armbruster and Shelley Price)

Reviewing the key skills needed for members of the training community to become effective consultants to managers in today's rapidly changing organizations.

LL - Knowledge Management: A Primer(Craig West, Training and Career Development Office)

Introduction to elements of knowledge management including a discussion of program benefits and ways to get started

MM – Labor Relations/Employee Relations Officers' Update (Alison Davidow, DOE Human Resources Policy)

This session, limited to labor and employee relations officers, will cover the LR/ER issues raised by sessions at the Symposium and any other matters of interest to the labor/employee relations community. It will give the officers and excellent chance to network and/or initiate new discussions on issues of common interest.